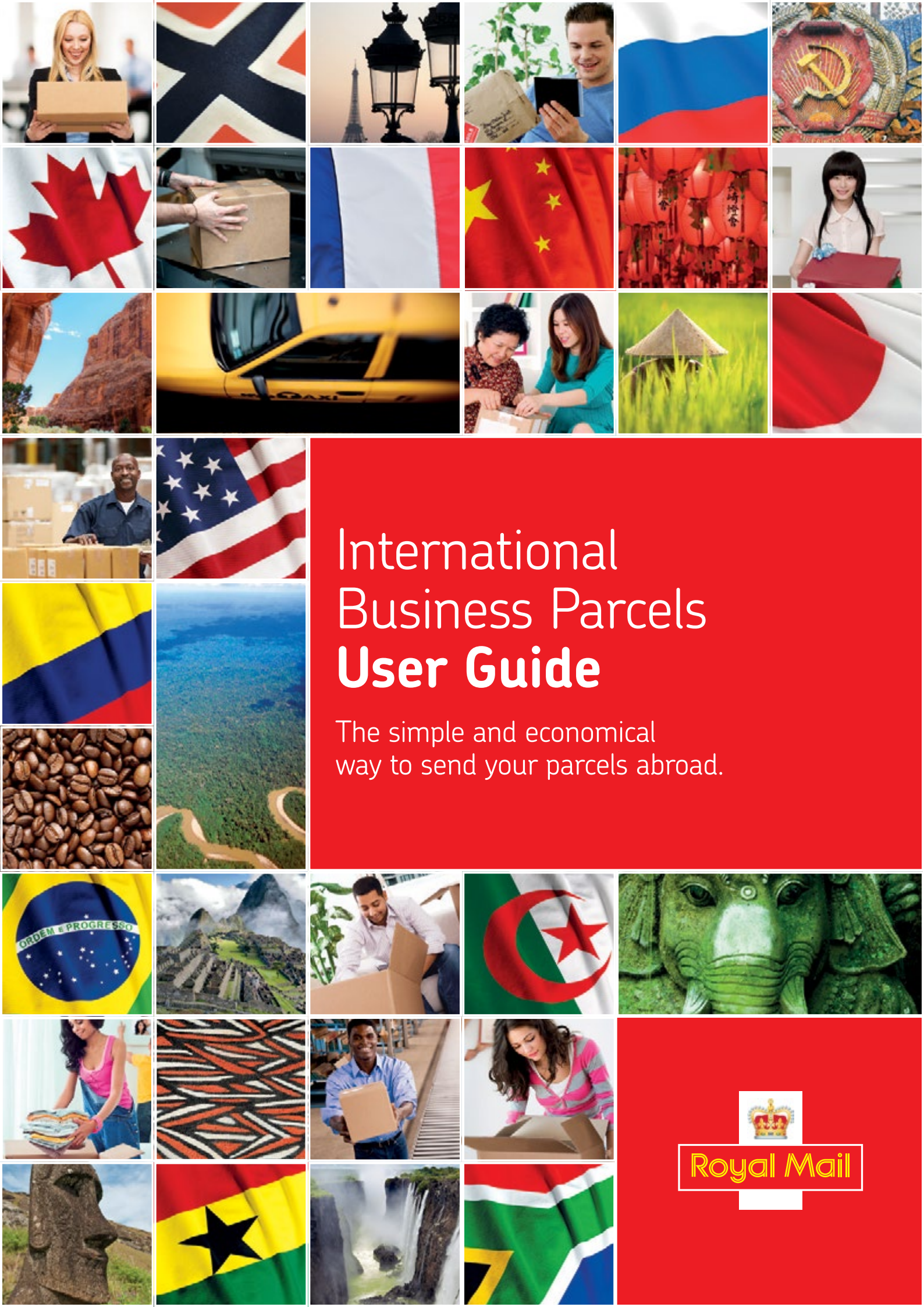
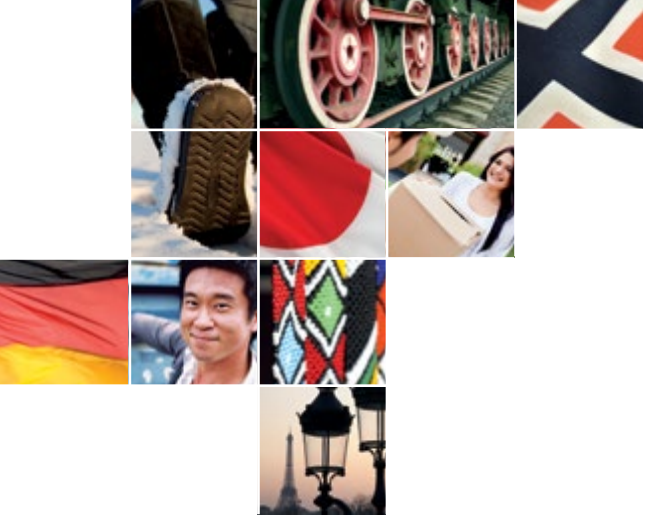


International Business Parcels **User Guide**

The simple and economical way to send your parcels abroad.

Royal Mail



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International Business Parcels

Firstly, what are 'Parcels'?

A Parcel (formerly known as a 'Packet') for the purposes of International Business Parcels is considered as anything that:

→ Has a side which is over the size of 381 x 305mm

→ Or is over 20mm thick

→ Or is over 500g in weight.

If your mail is smaller or lighter than this, it will either be a Large Letter or a Letter and will need to be sent under International Business Mail.

You can find out more about our International Business Mail service by visiting our business home page at www.royalmail.com/internationalbusinessmail

Note that where the term 'Parcel' is used in this User Guide, the meaning above applies and not the meaning of 'Parcel' as set out in the Royal Mail General Terms and Conditions.

International Business Parcels

Size and weight limits

Size limits

Items packed flat:

Minimum: One surface at least 90mm x 140mm.
Maximum: Length plus depth plus width no greater than 900mm.
No single side must be longer than 600mm.

Items packed rolled up:

Minimum: length plus twice the diameter must be at least 170mm.
Neither the length nor the diameter can be less than 100mm.
Maximum: Length plus twice the diameter must not be more than 1040mm. The length must not exceed 900mm.

Weight

The maximum weight for an individual item is 2kg. However, you can send books and pamphlets, i.e. any papers 'bound' together, up to 5kg. Items between 2kg and 5kg in weight which contain books or pamphlets, must be marked 'Printed Papers' in the top left hand corner on the front of the parcel. You must not include personal correspondence with these items.

Please note - exceptions to the information above:

→ Ireland – only books can be above 2kg up to the limit of 5kg

→ Cambodia – no items above 2kg

→ Canada – no items above 2kg.

Items that exceed these weight limits may be sent through Parcelforce Worldwide who have separate services not covered by this User Guide.

They can be contacted via their enquiry centre on **0800 22 44 66** or more information can be found at www.parcelforce.com

International Business Parcels

Qualification criteria

To qualify for these services you will need to spend more than £5,000 (or £10,000 for Max Sort) per annum across the International Business Services portfolio.

Further details are set out in the Specific Terms for International Business Services.

This User Guide shows how International Business Parcels works, but if you have any questions, we'll be glad to help – just call **08457 950 950** (local rate). Or you can find out more at our website at www.royalmail.com/internationalbusinessparcels

This User Guide forms part of the operational terms referred to in the Royal Mail General Terms and Conditions.

Your options

International Business Parcels gives you various options for presenting your parcels. These range from handing over a bag or York of items and letting us do everything else, to sorting your parcels into different destinations. Here are your choices:

Zero Sort

All you need to do is separate your parcels by service speed – we'll do the rest. You need to provide us with details about your daily mail by counting and weighing that day's mail and completing the necessary documentation.

Zero Sort High Volume

This option offers country specific pricing.

This is an option for customers sending bulk postings of 1,000 items or more per mailing overseas. If you are using our UK sorted mail services, you can combine your UK and International mail volumes, to reach the requirement for 1,000 or more items in total. This applies to UK Advertising Mail™, Publishing Mail or Business Mail. In this scenario, the minimum quantity of parcels you must send internationally to use the International Business Parcels service for Zero Sort High Volume, per service speed (Priority or Economy), is five parcels.

Scenario 1

Total posting of 1,200 international parcels – qualifies for Zero Sort High Volume. If different service speeds (either Priority or Economy) are selected, the minimum number of parcels that can be sent per speed is five.

Scenario 2

Total posting of 950 international parcels and no UK sorted mail volume – does not qualify for Zero Sort High Volume. You should select either Zero Sort or Zone Sort instead.

Scenario 3

Total posting of 750 international parcels and 500 UK sorted items – qualifies for Zero Sort High Volume.

Your options

Zone Sort

To benefit from Zone Sort, you need to separate your mail into two selections: European Union and Rest of World. The purpose of this is that VAT will only be levied on EU traffic. You also need to separate your parcels within those two categories into service speeds (either Priority or Economy).

For details of which countries fall within the European Union, please refer to the Option Specific features and requirements section on page 21.

Max Sort

This sorting option offers a cost saving for customers who sort their parcels by destination. A destination is the location where we hand your mail over to the domestic postal authority. For many countries this is a single point but for some countries there are multiple destinations. You need to present a minimum bag weight of 1.5kg of parcels per destination to use the option.

Print Direct

Print Direct can be used if you're sending printed matter items (e.g.newspapers, periodicals, books, etc) to the same address worldwide.

With the exception of Canada, Print Direct can also be used to send non-personalised magnetic media items (e.g. CDs and videotapes) and other items that do not incur duty (e.g. commercial samples, disks etc.), that relate to the printed matter and have been attached to it by the manufacturer or distributor.

With the exception of New Zealand, Print Direct cannot be used for any form of personalised correspondence (e.g. letters, statements, invoices etc.) or for mail containing any enclosures of commercial value (other than permitted printed matter).

Your options

Delivery speed options

There are generally two options available for International Business Parcels: Priority and Economy (except when either the Max Sort sorting option or the Print Direct option is used – see the 'Max Sort' and 'Print Direct' service specific sections of this User Guide for further details).

Our delivery aims are:

	Europe	Rest of World
Priority	3 - 5 days	5 - 7 days
Standard (Max Sort and Print Direct only)	N/A	14 – 21 days
Economy	10 - 15 days	6 - 12 weeks

Days refer to working days and exclude the day of posting, Saturdays, Sundays and Bank Holidays in the UK and overseas.

Your options

To identify which countries we classify as Europe for delivery speed purposes, please see the table below. Any countries not mentioned are classed as Rest of World.

Europe			
Albania	Estonia	Kyrgyzstan	Russian Federation
Andorra	Finland	Latvia	Serbia
Armenia	France (inc Monaco)	Liechtenstein	Slovak Republic
Austria	Georgia	Lithuania	Slovenia
Azerbaijan	Germany	Luxembourg	Spain (inc Canary Islands)
Belarus	Gibraltar	Macedonia	Sweden
Belgium	Greece	Malta	Switzerland
Bosnia & Herzegovina	Hungary	Moldova	Tajikistan
Bulgaria	Iceland	Montenegro	The Netherlands
Croatia	Ireland (Rep of)	Norway (inc Spitzbergen)	Turkey
Cyprus	Italy (inc San Marino and Vatican City)	Poland	Turkmenistan
Czech Republic	Kazakhstan	Portugal (inc Azores and Madeira)	Ukraine
Denmark (inc Faroe Islands and Greenland)	Kosovo	Romania	Uzbekistan

Your options

International Business Parcels at a glance

Here is a summary of the options for sending parcels (Print Direct not included):

Sorting options	Delivery speed	Indicia required	Sorting required	VAT applied	Documentation required	Machinable	Min volume per posting
Zero Sort	Priority	✔	None	Worldwide	Sales Order	Optional	None
	Economy	✔	None	Worldwide	Sales Order	Optional	None
Zero Sort High Volume	Priority	✔	None	EU	Sales Order	Compulsory	1,000*
	Economy	✔	None	EU	Sales Order	Compulsory	1,000*
Zone Sort	Priority	✔	EU/Rest of World	EU	Sales Order	Optional	None
	Economy	✔	EU/Rest of World	EU	Sales Order	Optional	None
Max Sort	Priority	✔	Bagged and Sorted to mail handover point	EU	Sales Order	Optional	Min bag weight 1.5kg, per handover point
	Standard	✔		EU	Sales Order	Optional	
	Economy	✔		EU	Sales Order	Optional	

** Unless combined with a UK sorted bulk mail posting as described in this User Guide.*

Step by step guide

Everything you need to know, from addressing your parcels to despatching them.

Regardless of which option you choose, the following pages detail the steps you need to take in order for us to get your parcels where you want them, when you want them there.

Step by step guide – 1

Getting ready

Check what you're sending

International Business Parcels can be used to send any personalised parcels or items of commercial value as well as non-personalised direct marketing communications like catalogues and directories.

Prohibited and restricted items

There are certain prohibited items which you must not send and restricted items which may have conditions attached to their sending. What is prohibited or restricted varies from country to country, and can sometimes include apparently ordinary things. If you are unsure about anything, please contact the Royal Mail Sales Centre on **08457 950 950**. Or visit www.royalmail.com/countriesAtoZ. Refer to the Royal Mail General Terms and Conditions provisions covering prohibited materials and restricted materials.

Dangerous items and substances

You must not send dangerous items and substances by any of Royal Mail's international services. Dangerous substances include explosive fireworks, gases, flammable liquids, toxic substances, corrosive chemicals, etc. Please note – aerosols cannot be carried in the postal network. Classifications of dangerous items and substances may change so please check with the Royal Mail Sales Centre on **08457 950 950**. Or visit www.royalmail.com/prohibitions

Check the size and weight of your parcels

Make sure your parcels fall within the size and weight limits set out on page 4.

Step by step guide – 2

Addressing your parcels

Address your mail

Please address your parcels as clearly as possible. Pages 37 and 38 show sample addresses for most European countries and many others too. There are also a few basic rules to follow to help us get your parcels to their destination safely:

- Addresses must be applied on one of the largest sides of the parcel
- Addresses should be printed using one of our machine readable fonts as detailed in Appendix B on page 40
- All parcels must have a valid country on the last line of the address. This must be in English and not abbreviated (although USA is acceptable). There must be nothing else on the last line of the address apart from the country name
- The town and country should be in capital letters
- Many countries operate a postcode system. A valid postcode should be included in the address for these countries
- There should be a 'clear zone' of 5mm around the address, with no other information contained within the clear zone. If a window envelope is used, the address should be 5mm clear all round from the edge of the window.

For up to date information on acceptable address formats, visit www.upu.int

Step by step guide – 2

Return address

If you would like your undeliverable parcels returned, please put your UK return address on each item (ideally at the edge of the parcel at a right angle to the delivery address) and ensure there is a company identifier (i.e. a logo or company name).

We do recommend that you apply a UK return address to the outside of every item as your mail may experience delays if you fail to apply a UK return address.

You must include a UK return address if you send over 1,500 items in a single posting to one country or over 5,000 items over a two week period to a single country.

Do I need a customs form?

If you are sending an item to a destination outside the European Union, it will need a customs label if it is either:

→ An item of value

→ Mail with a fulfilment or enclosure (item of commercial value).

For parcels up to and including a value of £270, attach a signed, completed CN 22 form (shown below) to the front of the item.

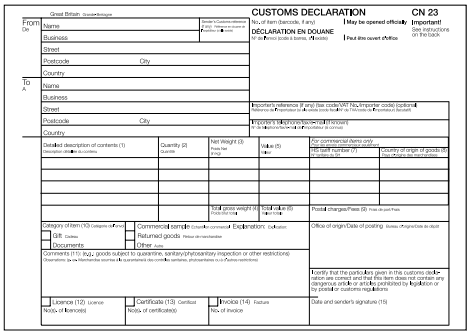
For parcels with a value over £270 use a CN 23 form in a plastic wallet (stock item code: SP 301). On both you will need to sign to certify that the item does not contain any dangerous articles, prohibited by postal regulations (you are responsible for checking this).

For further details and to download a CN 22 template, visit www.royalmail.com/customs

Example CN 22 – For use with items up to a value of £270

CUSTOMS DECLARATION
DÉCLARATION EN DOUANE
CN 22

Example CN 23 – For use with items over a value of £270


CUSTOMS DECLARATION
DÉCLARATION EN DOUANE
CN 23

Customs declarations can be ordered by contacting Royal Mail on **08457 950 950** or you can download templates from www.royalmail.com/customs

Step by step guide – 2

Who pays customs duty?

Customs charges are the responsibility of the recipient. For current rates and categories, please contact the Department For Business, Innovation and Skills on **0207 215 5000**.

Printed Postage Impression (PPI) and Airmail indicators

All items sent under the Business Parcels Services must bear a PPI.

Printed Postage Impression (PPI)

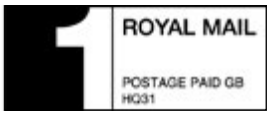
Each PPI design, examples below, has its own specification that has to be followed when you produce your artwork. Each PPI is made up of two components: the delivery speed indicator and the 'Delivered by Royal Mail' mark. The dimensions of the delivery speed indicator graphic must not be altered and must be one of the four sizes permitted. The text with the delivery speed indicator, e.g. 'Postage Paid' and the initials 'GB' and PPI licence details text in the PPI design must not be altered other than to insert the PPI licence number and, where appropriate, a town name. All other text must remain fixed.

You can choose not to include the 'Delivered by Royal Mail' mark within the PPI, but you must have the delivery speed indicator.

You can select from four sizes of PPIs. Full details on PPIs are available at www.royalmail.com/ppi

Example of a PPI with both the delivery speed indicator and the 'Delivered by Royal Mail' mark:

Example of a PPI with only delivery speed indicator:



PPI licence details: Please note that 'HQ31' provides an example of where your PPI licence number should appear. Please replace this text with your PPI licence number.

The PPI licence details must always appear below the words 'Postage Paid' and the initials 'GB'.

The PPI licence number must always appear after HQ if you are using a national PPI licence, e.g. HQ 2500, or after the town name if you have a local PPI licence, e.g. 'SOUTHAMPTON 2500'.

Postage Paid GB: The words 'Postage Paid' and the initials 'GB' must appear in all PPI designs irrespective of which PPI you are using and the destination of your mail.

Step by step guide – 2

Airmail indicator

If you are sending an item through the Priority delivery speed it must have either:

→ An Airmail indicator

→ An Airmail label.

To download Airmail artwork go to www.royalmail.com/internationalbusinessparcels or labels can be ordered on **08457 950 950** (order code P25A).

You may also create your own indicator, provided the words Airmail, Par Avion or Prioritaire are used. This should be positioned as close as possible to the top left hand corner on the front of the item.

Failure to apply an Airmail indicator or label will result in your items being delayed.

Step by step guide – 3

Bagging your Parcels or using sleeved Yorks

The standard method of despatching parcels is to use mail bags. However, depending on volumes and operational capability, it may be possible to use sleeved Yorks. Please discuss your requirements with us by calling the Royal Mail Sales Centre on **08457 950 950**.

Bags

Make sure all bags are sealed around the neck with a bag tie and that they are securely tied with a fully complete label (or labels) attached. For more detail please refer to the section with further details on service options.

Your parcels need to be sorted by service speed and placed in separate bags.

Finally, a mail bag including all its contents must not weigh more than 11kg. Bags which are heavier than this will increase the risk of our staff suffering injury.

Sleeved Yorks

Sleeved Yorks can be used for high volume parcel traffic without the need for bags (apart from the Max Sort and Print Direct sorting options). This saves you time in preparation and despatch.

When using a sleeved York, you must affix a fully completed label by tying a normal bag tie through or around the fastening device on the York (this may be a zip or a clip).

Your parcels need to be sorted by service speed and placed in separate Yorks. For more details please refer to the appropriate section within this guide.

Step by step guide – 4

The paperwork

Once you have prepared and labelled your parcels, you must create and print a sales order from the Online Business Account (OBA) system.

Online Business Account

Online Business Account (OBA) is a customer ordering facility available to all our account customers. OBA allows you to create sales orders electronically, and holds your mailing history so you can retrieve reports and export information to perform further analysis.

Benefits of OBA include:

→ Streamlined ordering and online payment

→ Easy yet secure access to your records

→ Fast and easy account management, all in one place.

For further information visit: www.royalmail.com/oba

When using Zero Sort and Zone Sort sorting options you will need to select the sorting option and zone (if applicable), and input the number of items and the average weight.

When using the Zero Sort High Volume sorting option you must input into OBA the number of items and their average weight, for each country you are sending to, as this sorting option offers country specific pricing. We have created an OBA Data Generator which you can use to facilitate a quick and easy 'mail file upload' process. This is available for download from www.internationalmailtechnical.com

Alternatively, you can develop software to provide an electronic transfer mechanism to the OBA Interface. Testing and accreditation for the electronic link will be undertaken separately by our OBA technical support team.

Work out the costs using the Rate Card

To calculate the cost of your mailing, please refer to the International Business Parcels Rate Card. This can be downloaded from the document library at www.royalmail.com/internationalbusinessparcels

There is also a pricing calculator available to download at www.royalmail.com/internationalbusinessparcels

For details of the International Business Parcels service codes refer to Appendix A on page 39.

Step by step guide – 5

Despatch

Collection

If you have a local daily collection of mail then your Zero Sort (not Zero Sort High Volume), Zone Sort, Max Sort and Print Direct parcels can be collected at the same time.

Please note, Zero Sort High Volume is collected by the Regional Distribution Centre network.

If you require a collection, please contact the Royal Mail Sales Centre on **08457 950 950** to arrange this.

Order more supplies

Once you've completed your mailing, you may need additional stocks of bags/Yorks, ties, labels and customs forms ready for your next mailing. Please contact us on **08457 950 950** for more supplies and allow 72 hours for the delivery of stock. Alternatively you can order your mail supplies when you log into the Online Business Account System or visit www.royalmail.com/mailsupplies

Further details on service options

This section of the User Guide outlines some further details about the various International Business Parcels options available to you.

Zero Sort and Zone Sort

A few things to remember about Zero Sort and Zone Sort:

- → All items must have a Printed Postage Impression
- → All items sent Priority must have an Airmail indicator or label applied
- → Economy parcels must not have an Airmail indicator or label
- → Zone Sort Mail must be sorted separately into EU and Rest of World (see below). Other destinations that sit within Europe but are VAT exempt and can be sent as a Rest of World selection include:

EU countries are:

Austria
Belgium
Bulgaria
Croatia
Cyprus
Czech Republic
Denmark (except Faroe Islands and Greenland)
Estonia
Finland (except Aland Islands)
France
Germany
Greece
Hungary
Ireland
Italy (except Vatican City)
Latvia
Lithuania
Luxembourg
Malta
Netherlands
Poland
Portugal
Romania
Slovak Republic
Slovenia
Spain (except Canary Islands)
Sweden

Zero Sort and Zone Sort

Other destinations that sit within Europe but are VAT exempt and therefore can be sent as a Rest of World selection include:

Andorra
Gibraltar
San Marino

For a comprehensive list please visit:
www.hmrc.gov.uk/vat/managing/international

Labels

All bags must be sealed with a bag tie of stock option type LN2. Shown below are the labels which are required to be fully completed and attached to a mail bag or york for all postings:

Priority (P5627C)

Economy (P5629C)

Zero Sort High Volume

As a reminder, this option has a minimum entry criteria of:

1,000 parcels if the posting is purely international across the two service speeds, or when combined with a UK sorted bulk mailing then the international element must consist of at least five parcels per service speed.

If your mailing consists of both international and domestic elements, the total must reach the minimum of 1,000 parcels. For example, a mailing of 750 domestic parcels and 250 international parcels would qualify for the Zero Sort High Volume option.

There are also additional mail piece requirements:

In addition to the addressing requirements already mentioned in the section titled 'Addressing your parcels' on page 13, the parcels must have a machine readable font. This is detailed in Appendix B on page 40 and the address needs to be on one of the largest sides of the parcel.

Mailing data required at time of posting

As already mentioned, a sales order from OBA is required at the time of posting however there are a few more pieces of paperwork required:

→ A Computer Planning Report

→ A Line Listing.

Production of these can be easily facilitated by the OBA Data Generator.

Note: You can provide the Computer Planning Report and Line Listing in hard copy or electronic formats.

Zero Sort High Volume

Computer Planning Report

The Computer Planning Report summarises your mailing, including information such as customer details, overall volume, item weight, item format, job reference number, and the split between selections for Zero Sort High Volume Priority and Economy. If using this service in conjunction with UK sorted bulk mail services, more details on Computer Planning Reports are available from the respective User Guide. To download a copy visit www.royalmailtechnical.com

The report can be tailored to suit your needs. However, for mailings which contain both international and domestic elements, the Computer Planning Report must contain the following information – mandatory information for Zero Sort High Volume mailings is highlighted in bold:

- Name and address of the poster (agreement holder)
- **Posting date**
- **Account number**
- Service required – including the international service speeds
- Minimum selection size
- The format of the item – Parcels
- Number of selections, the maximum is two selections for overseas (for domestic sorted bulk mail services, the number of direct and residue selections are required)
- **Number of International Bags** (for domestic sorted bulk mail products, the number of direct and residue bags)
- **Total items**
- **Total weight**
- Job reference number
- Percentage of mail fully and accurately postcoded for the UK.

An example of a well-designed computer planning report for a UK sorted posting, containing Country Sort High Volume mail with all the mandatory information is shown on the next page.

Zero Sort High Volume

Company Name **Account Number** **Address Line 1** **Address Line 2** **Town** **Postcode**	[Insert sorted service name] and International High Volume Parcels **Date:**			
(Insert service name*)				
Minimum Selection Size				
Weight of item*				
Format*				
Job Reference Number*				
Royal Mail International Business Parcels Zero Sort				
Pre–sortation Statistics				
Address records processed				
Postcodes matched				
Post towns matched				
Number suitable for Mailsort				
Postcode Statistics				
(% of address records processed)				
Full Postcode				
Outward Postcodes only				
Postcode level				
No Postcode				
Sortation Statistics	**Number**	**Items***	**% Match**	**Bags***
Direct selections				
Residue selections				
Royal Mail International Country Sort Letters				
Totals				
Cost & Discounts				
Number of Mailsort items				
Item weight (g)				
Postal rate (p)	p			
Straight line item cost	p			
Straight line item cost	£			
Direct selection discount				
(10551 items at XX%)	(£)			
Residue selection discount				
(10117 items at XX%)	(£)			
Mailsort Discounted cost	**£**			
TOTAL DISCOUNTED COST	**£**			

** Indicates all mandatory information.*

Zero Sort High Volume

If sending a purely international mailing, the Computer Planning Report should contain the following information. Mandatory information is shown in bold:

- → Name and address of the poster (business holder)
- → **Date posted**
- → **Account number**
- → Service required – Priority or Economy
- → The format of the item – Parcels
- → **Total number of items**
- → **Total weight of mail**
- → **Total number of bags**
- → Job reference number.

An example of a well-designed Country Sort High Volume computer planning report is shown below:

Company Name **Account Number** **Address Line 1** **Address Line 2** **Town** **Postcode**	**International Business Parcels Zero Sort** **Date:**		
International Business Parcels Zero Sort			
Minimum Selection Size 5			
Format* Parcel			
Service Speed: Items Weight (kg) Bags	Items	Weight (kg)	Bags
Priority			
Economy			

** Indicates all mandatory information.*

Zero Sort High Volume

Line listing

In addition to the Computer Planning Report, you must provide a Line Listing and this must either precede the mailing or accompany it on its first collection. You may find it useful to have more than one copy – you can keep one for your own records and use another to help you spot section breaks during production of the mailing.

The Line Listing should contain the following information – information shown in bold must be included:

- Poster's company name
- **The date of the mailing**
- **Account number**
- Service Speed
- **Selection code: Priority is 99891 and Economy 99895**
- Selection name: International Priority / International Economy
- **Total items, weight and bags split by service speed – Priority and Economy for international mail**
- A cumulative total on each line for items and bags
- A subtotal for each five digit selection code.

How many copies do you need?

We recommend you produce three copies:

- One for your own records
- One for use on the production line, which may be written on and thrown away once the job, is complete
- One to hand to us at the time of the first collection of the mailing, or beforehand where possible.

Zero Sort High Volume

Standard Line Listing **Date:**

Company Name
Account Number
International Zero Sort High Volume Parcels

SSC*	Selection Name	Total Items*	Total Bags*	Total Weight*	Cumulative Items*	Cumulative Bags
99891	Priority					
99895	Economy					
Total						

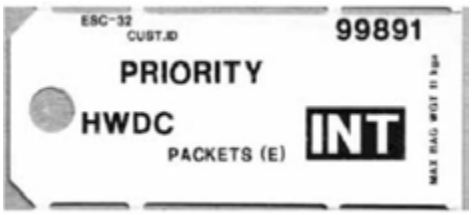
** Indicates all mandatory information.*

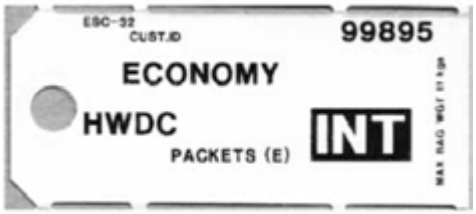
Despatch of mail

Once the mailing is ready to be despatched, your parcels can be handed over to us either in bags or sleeved Yorks, subject to operational agreement.

All bags are to be sealed and a bag label as shown below attached to the neck of the bag – not the loops.

The next step is to load the bags into RSCs (Rigid Stackable Containers) (some areas of our network may offer Yorks – which are containers on wheels – as an alternative to RSCs).





Max Sort

Max Sort (formerly known as Destination Sort)

By sorting and bagging your mail before handing it over to us you can qualify for our most competitive international rates.

Unlike the other International Business Parcels sorting options, this option offers three speeds of delivery – Priority, Standard and Economy – (see page 8).

To qualify for Max Sort you will need to spend a minimum of £10,000 per annum across the Royal Mail International Business Services portfolio. See the Royal Mail Specific Terms for International Business Services for further details.

What you need to do

First, you need to separate your parcels from your other mail items.
Then you need to sort your parcels by destination and by service speed.

Using the Sorting List

Once you have decided which delivery speed you want to send your mail by, you need to sort all items by their 'destination'. The 'destination' is the location where we hand your mail over to the domestic postal authority.

To do this, please refer to the International Max Sort Sorting Lists available at www.royalmail.com/internationalbusinessparcels The sorting lists are divided into Priority, Standard and Economy sections, and then into regional zones (e.g. Western Europe, Africa & Asia). Countries are listed alphabetically within each zone.

The Sorting List tells you which areas or postcodes need to be sorted to a particular destination and which bag labels you need for that destination. Most countries have one handover point however, larger countries, such as USA have several 'destinations' based on the postcode/location on the item.

Max Sort

International Max Sort database

If you plan to sort your parcels electronically you can ensure the accuracy of your parcel sorting and increase the efficiency of your preparation by using the International Max Sort database.

Visit www.internationalmailtechnical.com for more information

Bagging your mail

Once sorted, all parcels to each destination need to go into a separate bag.

It is important you use the correct bag for the delivery speed you are using:

Priority
Use a blue airmail bag, marked MB 4GB.

Standard
Use a grey surface bag, marked MB8 or opaque MB10.

Economy
Use a grey surface bag, marked MB8 or opaque MB10.

How much (and how little) can go in a Max Sort bag

You can put as many items in a bag as will fit. The bag, labels, ties and its contents:

→ Must weigh at least 1.5kg

→ Must not weigh more than 11kg inclusive of bag, ties and labels

→ And must still be securely sealed.

Then use black tamper proof Post Grip Bag ties (IDC01) to seal the bag.

Please be careful not to use our standard black bag ties.

You must then ensure the bag is sealed around its neck and not the loops.

Max Sort

Labelling your mail

Destination labels

Please look in the Max Sort Sorting List for details of which destination label to attach to each mail bag.

It is essential that you use the correct destination label – they vary by service:

Marked PRIORITY – white in colour

Marked STANDARD – white in colour

Marked ECONOMY – white in colour

Max Sort label supplies

To order your mail supplies for Max Sort, please visit www.royalmail.com/internationalbusinessparcels

Examble of a Max Sort bag label

Print Direct (formerly known as M-bags)

If you are using Print Direct then you must put the items together in the bag and attach a Print Direct address label. The bags are not opened until they reach their final destination. This reduces sorting and handling costs and results in lower prices.

What you need to do

1. Address your bags correctly and clearly.
2. Place all items which are going to the same address inside a mail bag.
3. Bundle loose items together.
4. Select the delivery speed.
5. Affix the appropriate address label and routing label to the mail bag.

Print Direct

Address your items correctly

We recommend that all items inside each mail bag are labelled to the destination address and carry a PPI and a UK return address. This is to ensure that, in the unlikely event of bags being opened, all items will be delivered with minimal delay. Please note, you will only be charged for the Print Direct bag, you will not be charged per item.

Bagging your Print Direct parcels

Once sorted, it is important you use the correct bag for the delivery speed you are using:

1. Priority Print Direct - use a blue airmail bag, marked MB 4GB.
2. Standard Print Direct - use a white 'one-trip' bag, marked MBX.
3. Economy Print Direct - use a white 'one-trip' bag, marked MBX.

Bundle loose items together

To ensure that loose items arrive in the best possible condition, please ensure they are bundled together.

Select the delivery speed

There are three delivery speeds you can use: Priority, Standard and Economy (see page 8).

Affix an address label and routing label to the mail bag

- → Once you have placed your items into the Print Direct bag, you need to seal the bag, following the instructions for Max Sort (see above)
- → You then need to apply a Print Direct Bag Label – stock item 0E1050C – and upon this label, you need to write the destination address
- → Bags with a destination outside the EU must have a CN 22 customs form (found on the back of the Print Direct label). If the value of the mail bag is over £270, then you must affix a CN 23 customs form over the CN 22 label
- → Affix a Print Direct routing label, which can be obtained by using the Max Sort sorting list.

Print Direct

How much (and how little) can go in a Print Direct bag

You can put as many items in a bag as will fit. The bag, labels, ties and its contents:

→ Must weigh at least 1.5kg

→ Must not weigh more than 11kg inclusive of bag, ties and labels

→ And must still be securely sealed.

Then use black tamper proof Post Grip Bag ties (IDC01) to seal the bag.

Please be careful not to use our standard black bag ties.

You must then ensure the bag is sealed around its neck and not the loops.

For details on how to tie the bags, please see page 17.

Print Direct bag and label supplies

To order your mail supplies for Print Direct, please visit www.royalmail.com/internationalbusinessparcels

Bulk postings for all options in this User Guide

You must notify hwdc.forecast.group@royalmail.com 48 hours in advance by email, if in a single posting you are:

- → Sending more than 5,000 parcels worldwide
- → Sending more than 1,000 parcels to a single country
- → Sending more than 500 Print Direct or Max Sort bags to multiple countries
- → Sending more than 50 Print Direct or Max Sort bags to a single country.

If you fail to pre-warn us of these quantities, there may be a delay in the delivery of the mail.

Help, tips and FAQs

Here is where you can find further information about International Business Parcels. If your question isn't answered here, call us on **08457 950 950** (local rate) and we'll do our best to help.

How should I present my parcels?

The standard way of presenting your International Business Parcels is by placing your items into a mail bag.

By arrangement with your local mail centre / regional distribution centre it may be possible to present your parcels in sleeved Yorks rather than using bags.

How do I work out the costs in advance of a posting?

We've created a pricing calculator for you to download free at www.royalmail.com/internationalbusinessparcels

Addressing your parcels correctly

Here are examples of how you should address your mail, depending on where you're sending it to:

Western Europe

Herr Franz Huber
Beethovenstrasse 12
1010 WIEN
AUSTRIA

M. Emile Dubois
Rue du Diamant 215
4800 VERVIERS
BELGIUM

Mr Thor Nielsen
Tietgensgade 137
8800 VIBORG
DENMARK

Mr Torben Raldorf
PO Box 100
COPENHAGEN
1004 VIBORG
DENMARK

Mr Asko Teirila
PO Box 511
39140 AKDENMAA
FINLAND

M. Robert MARIN
Rue de l'Eglise
Dunes
82340 AUVILLAR
FRANCE

Mme Marie PAGE
23 Rue de Grenell
75700 PARIS CEDEX
FRANCE

Mrs F Meier
Weberstr. 2
53113 BONN 1
GERMANY

Mr P Kunde
Langestr. 12
04103 LEIPZIG
GERMANY

Mr George Latsis
Alkamenou 37
117 80 ATHENS
GREECE

Mr Jon Jonsson
Einimel 80
107 REYKJAVIK
ICELAND

Mr Gerard Carey
45 O'Connell Street
DUBLIN 1
REPUBLIC OF IRELAND

Sig. Giovanni Masci
via Garibaldi 27
47037 RIMINI RN
ITALY

M. Jaques MULLER
71 Route de Longway
4750 PETANGE
LUXEMBOURG

Mr J van Dieten
Morsstr 111
2312 BK LEIDEN
THE NETHERLANDS

Herr Hans Hansen
Svingen 22
9230 BEKKEHAUG
NORWAY

Senhor Carlos Manuel Pereira
Av das A'Augsa Livres
Monte Trigo
7220 PORTEL
PORTUGAL

Rosalina Silva
R Conde Redondo 80
1192 LISBOA CODEX
PORTUGAL

Sra Ana Jimenez
Mimbreras 4
03201 ELCHE (Alicante)
SPAIN

Fru Inger Lilja
Vasavagen 3 4tr
582 20 LINKOPING
SWEDEN

M. Andre Perret
Schanzenstrasse 7
3030 BERNE
SWITZERLAND

Mail to France

When addressing mail to France, write the surname in CAPITAL letters.

Mail to Germany

Due to Germany's strict conditions for accepting mail, when addressing your items you must:

→ Use the five-digit postcode.

→ Put the postcode before the town name.

→ Put the house number after the street name.

If the above is not carried out, your mail may be returned with no attempt at delivery.

Mail to the Republic of Ireland

Only Dublin has postcodes.

Addressing your parcels correctly

Rest of World

Mr J Brownhall
264 High Street
ALLAMBIE NSW 2100
AUSTRALIA

Sr. Ronaldo Ganclaves
Av Paulista 952, Apto 16
B VISTA
01311-300 Sâo Paulo – SP
BRAZIL

Dr Tzantcho Gantchev
Dimo Hadjikimov 6
1606 SOFIA
BULGARIA

M. Jen Durand
150 Rue Nepeau App 5
OTTAWA ON K1P 2P6
CANADA

Ana Car
Ilica 25
41 000 ZAGREB
CROATIA

M. Miroslav Ondevejka|
Fibichova 92
125 02 PRAGUE 3
CZECH REPUBLIC

M. Horvath LASZLO
Budapest
Kossuth u.7
1055
HUNGARY

Mr G Kaul
27 Rue Yafo
91999 JERUSALEM
ISRAEL

Mr Yushi Morimoto
504 Kasumigaseki 1 chome,
Chiyoda-ku
TOKYO 100
JAPAN

Mr Hong Kil-Dong
100 Sejongno, Jongno-gu
SEOUL 110-050
REPUBLIC OF KOREA

Mr Joaquim Cepeda
San Antonio Abad 120 – Piso 4
06820 CIUDAD DE MEXICO
MEXICO

Mr B Parker
64 Waterloo Quay
WELLINGTON 1
NEW ZEALAND

Mr Jan Kalinkowski
ul Cicha 5
62-806 KALISZ
POLAND

Mr Gheorghe Petraru
Bd Golescu 38
77113 BUCHAREST
ROMANIA

Ivanova I.S.
Oulitsa Gagagin 7
103375 MOSCOW
RUSSIAN FEDERATION

Mr Stevan Raukovic
Palmoticeva 2
11001 BELGRADE
SERBIA

(Items for the former Yugoslavia should be addressed to the Republic concerned).

Mr Tan Kay Hui
532 Chai Chee Road
SINGAPORE 1646
SINGAPORE

M Jan Kemr
Olsanka 18
820 01 BRATISLAVA 1
SLOVAK REPUBLIC

Mr Sudhorn Yoothong
13 / 54-26 Chaeng Waltana
Road
Bang Kehn
BANGKOK 10002
THAILAND

Mr Mazhar Alkan
Iskele Caddesi 35
06101 ANKARA
TURKEY

Mrs L Projivalsky
252001 KIEV
Prospect F Skaryna
UKRAINE

Mr Joe Engle
1612 Dexter Street
FORT WAYNE, IN, 46805
UNITED STATES OF AMERICA

Mr Bill Harrison
347 L'Enfant Plaza SW
WASHINGTON, DC,
20260-6500
UNITED STATES OF AMERICA

Appendix A: Parcel services and their product codes

Service	Product Code
Zero Sort Priority	WE1
Zero Sort Economy	WE3
Zone Sort Priority	IE1
Zone Sort Economy	IE3
Zero Sort High Volume Priority	DE1
Zero Sort High Volume Economy	DE3
Max Sort Priority	PS9
Max Sort Standard	PSC
Max Sort Economy	PS0
Print Direct Priority	MB1
Print Direct Standard	MB2
Print Direct Economy	MB3

Appendix B: OCR specification for Parcels

The majority of International Business Parcels will be sorted by machine at our Heathrow Worldwide Distribution Centre. All postings must therefore be machine-readable by our Optical Character Recognition (OCR) software.

How it works

Using Optical Character Recognition (OCR) software requires you to print your addresses in a typeface that our sorting machines are able to read, by breaking each line down into separate characters or words and looking for vertical white paths between them.

However, in order for OCR to function properly, only certain fonts can be used and print quality must be of a certain standard. For example, using typefaces that are more unevenly spaced than others or printing labels on a printer where the ink is running low may cause the item to be rejected and us having to resort to manual sorting mode, which can cause delay and affect your discount level.

There are a variety of fonts you can use, though we recommend you use one from the list below wherever possible. We also recommend you regularly check the quality of your print output for clarity. If you have any doubts on either of these requirements, please contact your account manager.

Here are examples of recommended typefaces:

Arial 10 – 12pt regular
Avant Garde 11 – 15pt regular
Century Schoolbook 10 – 11pt roman and bold
Courier 10 – 15pt regular and bold
Franklin Gothic 11 – 14pt book
Geneva 10 – 12pt regular
Helvetica 12 – 15pt regular and bold

Appendix B: OCR specification for Parcels

Typefaces with the following characteristics are also suitable:

- Size – Height: 2mm min; 7mm max. Width: 7mm max
- Dimension – minimum ratio of lower case height (b) to upper case height (a) of between 2:3 and 3:4. A ratio of width (c) to height (a) of approximately 2:3.
- Consistency – each line of the address should be in the same typeface and size
- Quality – characters must be complete, clear, uniform and of high resolution, with individual stroke thickness of between 8% and 16% of the height of the character
- Contrast – there should be a contrast between the characters and the background on which they are printed of at least 50% (55% if it is to be read through a window)
- Positive Contrast or Inverse Printing (address block lighter than the background) is not permitted
- Character spacing – there should be a fixed pitch of between 10 and 12 characters per inch (or between 15 and 10 point size), with clear vertical gaps of at least 0.25mm between the extremities of adjacent characters
- If you are using proportionally spaced text, please ensure you keep spacing of at least +0.75, as this significantly improves the rate at which addresses can be read
- Line spacing – allow uniform spacing between all lines of the address, of at least 1mm – 4mm. There must be no blank lines.

Although correct at the date this booklet went to print, from time to time services may be added to, or withdrawn. Up-to-date information is available at www.royalmail.com/internationalbusinessparcels

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